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July 1, 2004

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12 St., S.W.  
Washington, D.C. 20554

**RE: SUMMARY OF TRS COMPLAINTS, CC DOCKET NO. 98-67**

Dear Ms. Dortch:

Pursuant to Section 64.604(c)(1) of the Commission's rules, MCI hereby submits summaries of the number of complaints received for the period June 1, 2003 to May 31, 2004. The attached table summarizes complaints involving MCI's telecommunications relay service (TRS) in Arizona, California, Tennessee, for its National MCI Global Relay Service, IP-Relay Service, and Video Relay Service. Complaints accounted for less than .006% of outgoing call attempts.

All complaints were resolved in a timely manner. If you have any questions, please contact me at the number above.

Sincerely,

/s/Larry Fenster

Larry Fenster

cc: Erica Myers

## SUMMARY MCI TRS COMPLAINT LOG

**June 1, 2003 to May 31, 2004**

Number of Complaints received from June 1, 2003 to May 31, 2004  
by State Relay Center and by Federally Reimbursed Service Category

Relay Center or Federally Reimbursed Service	June 2003	July 2003	August 2003	Sept. 2003	Oct. 2003	Nov. 2003	Dec. 2003	Jan. 2004	Feb. 2004	March 2004	April 2004	May 2004	Total
Arizona	6	11	11	10	8	4	6	3	5	5	4	8	81
California	34	59	56	34	40	36	33	39	38	25	30	22	446
Tennessee	8	5	7	4	1	4	6	2	4	2	4	2	49
National Relay Service	0	0	0	0	0	0	1	0	0	1	0	0	1
IP Relay Service	11	17	14	21	11	15	15	17	17	9	9	14	170
VRS	0	0	0	0	0	0	0	0	0	0	2	0	2
Total Complaints	59	92	88	69	60	59	61	61	64	42	49	46	750
Total Calls	1053484	1092234	1079520	1020450	1049695	1044161	1188945	1172262	985199	1100183	1153140	1162519	13101792
Complaints As % of Calls	.006%	.008%	.008%	.007%	.006%	.006%	.005%	.005%	.006%	.004%	.004%	.004%	.006%